

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant :	Kumar et al.	Art Unit :	2174
Serial No. :	10/804,320	Examiner :	Boris M. Pesin
Filed :	March 18, 2004	Conf. No. :	7310
Title :	CUSTOMIZATION OF AN INTERACTION CENTER MANAGER'S GRAPHICAL DASHBOARD		

**Mail Stop Amendment**

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

AMENDMENT IN REPLY TO ACTION OF JANUARY 5, 2009

Amendments to the claims begin at **page 2**.

Remarks begin at **page 8**.

**CERTIFICATE OF MAILING BY EFS-WEB FILING**

I hereby certify that this paper was filed with the Patent and Trademark Office using the EFS-WEB system on this date: July 02, 2009